



CUSTOMER NEWSLETTER

A Fleet Material Support Office Publication

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Taking care of our Naval Forces ...a message from FMSO's Commanding Officer

Through the recent awful events, there were many heroes and heroines in our midst that helped maintain control of our essential processes. From the folks that safeguarded and operated our vital facilities and applications to administrative assistants that helped account for all of our people, many of you contributed to keeping the United States safe.

During catastrophes such as last month's, it was altogether appropriate that we focused on the team actively aiding and searching for survivors. Behind the scenes, there were many

whose contributions greatly increased the opportunity to give aid, and mitigate change. I know the FMSO folks were part of that team. We gave blood. We maintained the LAN when even cell phones were unreliable. We supported the NAVICP and the FISCs. We cooperated and assisted with setting increased THREATCON measures. We prayed for our fallen and injured countrymen and their families.

It's heartwarming to see the spirit of cooperation and solidarity that this event has generated among all Americans. I wish to convey to our custom-



CAPT Michael Roesner

ers that FMSO will continue to do our job...continue to team with you in taking care of the Naval forces that depend on us.

eBusiness Demo Teams ...FMSO is ready to roll

The DON eBusiness Operations Office at NAVSUP was established to act as an innovation center, providing consultative services and idea sharing of the emerging uses of commercial eBusiness solutions. Our July Newsletter provided an article explaining how FMSO is supporting these Navy eBusiness Operations Office objectives. FMSO now has a trained cadre of 15 information technology (IT) professionals ready to support these goals by rapidly building demos for innovative eBusiness visions for process improvement. These demos create Web-based visual representations of eBusiness initiatives that assess proof-of-concept before investment of large amounts of time and funds.

This cadre completed six weeks of intensive technical training at C-Bridge Institute facilities in Cambridge, MA, followed by six weeks of practical application of learned skills at FMSO. In July, the newly trained cadre was organized into three five-person teams and presented with a "vision" of a standard corporate performance metrics system for FMSO. Metrics are used by FMSO management to assess business operations, monitor command goals, and provide timely guidance to project managers. The challenge presented to the teams was to create a prototype system that collected and published metrics in a timely manner, was easily accessible to users, accurately tracked projects, and reduced significantly the current labor-intensive process of maintaining the system.

(continued on page 2)

FMSO A-76 Study Announced

The DON issued a formal notification to Congress of its intent to conduct competitive studies in accordance with Office of Management and Budget Circular A-76. This notification includes 466 positions at FMSO. The five functions under Information Systems Management and Support that are subject to the study include: Civilian Education and Training; Systems Design, Development, and Programming Services; Facilities and Mailroom; Administrative Support; and Management Support. The study was announced in late September and is scheduled for completion in FY 04.

FMSO Supporting Navy's eBusiness Operations Office *(continued from page 1)*

Working independently, each team interviewed project sponsors to identify and prioritize features of this envisioned on-line system. Within three weeks of starting the process, each of the teams developed and presented demos to FMSO management and DON eBusiness Operations Office reps. The demos included interactive prototype models of a system that provided "one touch views" of corporate metrics envisioned for informed decision making. The reaction to the demos was overwhelmingly positive. FMSO managers were elated by the teams' ability to act so quickly using internet standard prototyping tools to assemble a prototype suitable for presentation. All agreed that the teams accurately interpreted requirements and demonstrated benefits and savings. As a result of the demos FMSO is taking action to develop database connectivity to make the prototypes fully functional.

The FMSO Corporate Metrics demos validated the effectiveness of the training and the teams' readiness to assume broader responsibilities. Another project was selected to demonstrate the teams' eBusiness proof-of-concept capabilities on a larger scale. One of the FMSO demo teams was given the task of creating a Web-based prototype for a system envisioned for an aviation readiness metrics presentation. The goal was to demo a system that would make this information accessible by a chief on a flight line, as well as other decision makers up the chain of command. The FMSO team conducted research to prepare for a users workshop and interview facilitation, then brainstormed with representatives from OPNAV, NAVSUP, COMNAVAIRPAC, and Hewlett Packard to focus the envisioned capabilities. Customer requirements



From left: FMSO's eBusiness Demo Team members Timothy Short, Andrew Groenenboom, and Charles Folsom prepare for webPAT demo.

What is a Demo?

- ♦ **Visual representation of an eBusiness initiative**
 - Uses Internet-standard tools & methods
 - Places ideas into interactive medium
 - Created with customer collaboration
- ♦ **eVision graphic of an eBusiness strategy**
- ♦ **Demonstration of proposed system benefits & savings**

A demo is not a static model, but a springboard for adds, deletes, & enhancements. A demo doesn't have functionality of a real software application.

were quickly gathered and within three weeks from the start of this project, a "Web Enabled Planeside Assessment Tool" (webPAT) demo was developed for presentation. The demo showed how financial savings could be accrued by eliminating significant manual effort associated with current aviation metrics processes. The webPAT demo has been presented to NAVSUP's Commander and Vice Commander, RADM McCarthy and RDML Maguire; to NAVICP's Vice Commander, Sandra Leggieri; and to the Director, Supply Programs and Policy Division, Chief of Naval Operations, RDML Bird.

Establishing the capability to rapidly develop proof-of-concept eBusiness demos is just the start of this initiative. One of FMSO's five-member teams is now working directly with the DON eBusiness Operations Office, developing demos for other projects. The other teams are assigned to FMSO's eBusiness Office where they will provide demo services to FMSO customers and mentor FMSO developers in the application of their newly acquired eBusiness techniques. FMSO's Executive Director, Ruth Sanders noted, "The newly trained cadre will be agents of change within our organization. This methodology will change the way we develop requirements, and will significantly reduce development periods. Our customers will like the hands-on involvement, and the opportunity to see a demo of their process improvement ideas before investing time and funds."

If you would like to know more about how eBusiness technology may improve your business processes, or have an idea that needs proof-of-concept to gain acceptance, contact FMSO's eBusiness Project Officer at kathy_chastain@fmso.navy.mil or call 717-605-4652.



Inside this issue...

<i>BUSINESS SYSTEMS.....</i>	<i>3</i>
<i>WHAT'S HAPPENING.....</i>	<i>5</i>

<i>FMSO eBUSINESS POC.....</i>	<i>8</i>
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Business Systems

FMSO Provides LCAV Demo at Waterfront Expo

In August, FMSO's Logistics Support Center-Customer Asset Visibility (LCAV) team demonstrated the new system's capabilities at the FISC/DDNV (Defense Depot Norfolk Virginia) Waterfront Exposition held in Norfolk, VA. LCAV is a Web-based system used to track fleet material at various Material Processing Centers around the country. This year's conference theme was "Technology for the 21st Century". DOD and commercial vendors demonstrated products, services, customer support tools and processes, using state-of-the-art technology. The conference was open to all afloat and shore customers in the Norfolk area. The Expo provided an excellent opportunity to explain the benefits and features of LCAV to key FISC/DDNV customer service personnel.

In September, the LCAV team provided training to Defense Depot San Diego California (DDDC) personnel at San Diego's 32nd Street Naval Station, and assisted FISC Puget Sound in training the Defense Depot Puget Washington (DDPW) personnel in Bremerton, WA. The team will travel to FISC Pearl Harbor in November to provide training and assist with implementation of LCAV software at the Material Processing Center located at Defense Depot Pearl Harbor.

FMSO's LCAV Project Officer, Barbara Pinamonti (center), demonstrates the use of a scanning device at the Norfolk Waterfront Expo.



Commercial Asset Visibility (CAV) ...showcased at Logistics Forum

FMSO and NAVSUP personnel showcased the CAV application at the Logistics Community Forum held in Chantilly, VA in September. CAV is a DOD Web-based application that provides real-time visibility of reparable assets throughout the repair cycle. Serial number and

warranty tracking, requisition processing, and electronic data interchange (EDI) capabilities are features that provide users the ability to monitor contractor performance and accurately account for stock in-transit.

The FMSO developed application uses an Oracle relational database and interfaces with the Navy's Uniform Inventory Control Point System, the Army's Commodity Command Standard System, and the Marine Corps Stock Control System. CAV is deployed to over 300 commercial and federal repair sites. System activation at vendor sites takes less than 5 days and includes technical support, personnel training, and wall-to-wall asset inventory. To learn more about CAV, contact FMSO's Project Officer at deeleak@fms0.navy.mil or call 717-605-5660.



Members of FMSO's CAV Team make final preparations for the Logistics Community Forum.

TRIDENT LDS ...SRF Yokosuka Customer Support Visit



FMSO TRIDENT Support Division representatives visited Ship Repair Facility (SRF), Yokosuka, Japan, in September. This annual customer support visit provides an opportunity to meet with SRF information technology (IT) personnel and provides on-site application, database, and environment support. IT operational issues are also discussed. The SRF runs a version of the TRIDENT Logistic Data System (LDS) Command Resource Management Module application, an application that supports timekeeping and payroll functions. The FMSO team demonstrated a newly developed application for recording time and attendance for Japanese nationals.

Business Systems (cont)...

Standard Accounting and Reporting Systems (STARS)



...STARS Field Level (FL) Conference

In August, FMSO hosted the ninth annual Standard Accounting and Reporting Systems (STARS)/FL Year End Conference in Mechanicsburg, PA. STARS/FL is a general funds accounting system, operating in the STARS environment. It is integrated with both the STARS Headquarters Claimant Module and the STARS One Pay entitlement and disbursing systems. Representatives from the Defense Finance Accounting Service (DFAS), Cleveland Project Office; Field Sites Charleston, Norfolk, Oakland, Pacific, Japan, Pensacola, San Diego; NAS Keflavik; Defense Enterprise Computer Center, and various Navy major claimants attended the conference.



Welcoming remarks by FMSO's STARS Project Officer, LCDR Mike Kolster, encouraged active participation and information sharing. Mr. Joseph Doyle, STARS Project Management Office at DFAS Cleveland provided opening remarks and a short overview of STARS initiatives.

The first day of the conference focused on upcoming year end close procedures. During the second day, current and future STARS/FL initiatives were discussed including: Event Driven Processing, CITIBANK, Elimination and Closing entries, MCR Update and Powertrack. The conference provided a good forum to discuss users' concerns and share ideas.



FMSO Recognized for Outstanding Effort

In September, George Benko, Director of STARS, DFAS Cleveland, recognized FMSO for its dedicated efforts in consolidating Navy general accounting funds into a single system. Accepting the award are CDR Christi Jones, Director of FMSO's Financial and Special Projects Department and Joyce Lerch, Deputy Director. "We made history" Mr. Benko remarked in thanking FMSO for all their hard work.

Business Systems (cont)...

FMSO Assumes DPAS CDA Responsibilities

A major Defense Property Accounting System (DPAS) software implementation (Release 15.0) encompassing over 26 System Change Requests and 90 enhancements occurred in late August. FMSO assumed lead Central Design Agency (CDA) responsibilities for DPAS maintenance and support in October. Reduced levels of contractor support will be maintained, but moved from DFAS-Columbus (DFAS-CO). A DFAS-CO Program Manager has also relocated to FMSO. DPAS provides on-line capabilities to support all functions associated with property accountability and equipment management.

SDR Hosting and Maintenance Support ...FMSO assumes responsibility

Maintenance responsibility for the Supply Discrepancy Reports (SDR) application was assumed by FMSO in October. This Web-based system tracks Navy stock shipments in transit between Navy and DLA activities, commercial repair sites, and fleet carcass return points. NAVSUP, FMSO, and EDS began planning for the transition of hosting and support of the SDR system from

EDS to FMSO, in June. The transition began with the transfer of web and database servers to FMSO. FMSO installed and configured the system and tested software and connections in August. After successful completion of all testing, a "dress rehearsal" of the cutover was performed. SDR production support successfully transitioned to FMSO in September.

NMCI Update

FMSO continues efforts preparing for the NMCI contractor Assumption of Responsibility targeted for April 2002. A thorough inventory and review of legacy applications has been completed. The goal of this review process, Legacy Application Rationalization, is to ensure the correct applications are migrated to the NMCI environment. Applications were reviewed for applicability, redundancy, site usage and licenses, and contribution to business processes. FMSO is also working with NAVSUP on the development and consolidation of a claimancy-wide list of desktop applications targeted for NMCI transition. CDR Rob Foster, FMSO's NMCI Project Officer, continues to hold "All Hands" briefings to keep the FMSO workforce informed on efforts underway.

What's Happening

DITSCAP Training Underway at FMSO ...prepping for NMCI

FMSO began DITSCAP (DOD Information Technology Security Certification and Accreditation Process) training in September in preparation for the NMCI implementation currently targeted for FMSO in the third quarter of FY 02. All information systems that will be operational on an NMCI administered system will require DITSCAP accreditation prior to implementation.

The FMSO developed DITSCAP training courses are tailored to address the needs of key personnel involved in the certification and accreditation process, e.g., Project Managers, Information System Security Officers, and personnel designated as a Certifying Authority or Systems Security Authorization Agreement authors. The courses provide an awareness of DITSCAP requirements, as well as training on the methodology and tools to meet these requirements. FMSO will offer DITSCAP

training to NAVSUP claimancy activities in the future. For information, contact Phil Lloyd at pployd@fms.navy.mil or call 717-605-6002.



At left, FMSO's Phil Lloyd pauses to clarify a point during a FMSO DITSCAP training session.



What's Happening (cont)...

FMSO's LT Corliss Receives Prestigious Award



From left, RADM Justin D. McCarthy, Commander, NAVSUP and Chief of Supply Corps; Sheila McNeill, National Vice President for Legislative Affairs Navy League of the US; LT Corliss; and VADM Keith Lippert, DLA.

FMSO's LT Jeff Corliss received the prestigious Vice Admiral Robert F. Batchelder Award at a ceremony held in Athens, GA, in August. LT Corliss, who is a project officer in the Technical Support Department, was selected as one of the five recipients for the FY 2000 awards from over 100 nominations submitted from throughout the fleet. The Batchelder Award program is administered by the Chief of the Supply Corps and sponsored by the Navy League of the United States and is intended to enhance operational readiness by public and official recognition of the Supply Corps officers who make exceptional contributions to supply readiness. While serving on the USS WEST VIRGINIA (SSBN 736) (Blue), he and his department earned the Supply Blue "E" and his astute tactical sense significantly helped the crew win the Tactical "T" and Battle "E" for 2000. Additionally, he played an integral role in the command's extraordinarily high retention level, helping to make the USS WEST VIRGINIA (Blue) the unit with the highest retention in the entire Atlantic Fleet for 2000. LT Corliss is a member of NAVSUP's Information Technology (IT) Internship Program.

OPM Pilot Hiring Program Evaluated...FMSO Only Navy Activity to Participate

FMSO participated in an OPM pilot program researching competency-based hiring for federal information technology (IT) professionals this summer. Working with the Northeast Regional Human Resource Service Center, FMSO tested new Web-based on-line employment applications tools, participated in applicant competency testing, and used structured interview procedures to hire IT professionals. The pilot is currently being evaluated to determine if the process will become a hiring standard. FMSO was the only Navy activity to participate in the pilot program. FMSO plans to use these tools to supplement current hiring methods. For information, contact Bev Motich at bevmotich@fmso.navy.mil or call 717-605-2434.



Senior Foreign Officers Attend Training at FMSO

Senior Foreign Officers participating in NAVSUP's Supply Management Course visited FMSO in September for briefings/demos on key initiatives underway. The officers took time out from their training to pose with FMSO's Commanding Officer, CAPT Michael Roesner, and Executive Officer, CAPT James Naber, first row, 6th and 7th from left.

What's Happening (cont)...

Meeting the Challenge ...the next generation workforce

FMSO shares the challenge that all successful information technology (IT) providers face in today's business environment...how to exploit rapidly changing technology to meet customers' needs. One key to meeting this challenge and remaining a best value IT provider during the 21st century is the ability to refresh our workforce with technologically proficient employees. This is particularly important since a significant portion of FMSO's workforce will reach retirement age during the first decade of the new century.

Led by our Executive Director, Ruth Sanders, FMSO established an aggressive recruitment program in 1999 to bring new employees into the workforce. Our ability to provide a world-class training program, the opportunity to employ the latest information technology across a variety of challenging projects, and the quality of life associated with living in central Pennsylvania have attracted candidates. These incentives and effective use of the Federal Government's Outstanding Scholar Program have allowed us to exceed our goals. We have hired over 55 new employees since we began this program. Today, trainees



From Left: FMSO's Commanding Officer, CAPT Michael Roesner and Executive Director, Ruth Sanders, exchange views with new trainee employees.

are working in projects such as One Touch Support, FISC Management Information System for the Web, Navy/ Marine Corps Intranet Transition, Supply Maintenance Aviation Reengineering Team Web Move, Defense Property Accountability System, and Enterprise Resource Planning.

For information on FMSO's recruitment program, contact Bev Motich at FMSO_Recruiting@fmso.navy.mil or call 717-605-2434.



Visiting the Fleet ...customer appreciation



Above: FISC Norfolk's Executive Director, Sidnia Etherington, provides an overview briefing to FMSO employees.

In July, a group of FMSO employees visited FISC Norfolk to acquaint themselves with the day-to-day activities of one of FMSO's major customers. The trip included tours of the Naval base, the USS THEODORE ROOSEVELT (CVN 71), and NAS Oceana. FISC Norfolk and SPAWAR Chesapeake overview briefings demonstrated how these activities are providing critical support.

Customer Newsletter

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FMSO eBusiness Demo Team

...making technology work for you

Do you have a
vision that would

Let our team build
a **demo** for you

- Be cost beneficial
- Improve asset utilization
- Improve processing efficiency
- A stand alone Web-based prototype of your vision
- Created with client collaboration
 - * through a series of workshops
 - * 3-4 weeks development period
 - * 2-3 scenario options
- Visual representation of your eBusiness initiative..includes both creative design & functional elements

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